

NHS North Tyneside CCG Patient Forum
innovations Working Group
Thursday, 11 June 2020
10.30am

Due to the present Coronavirus (Covid 19) this meeting took place on Microsoft Teams video call as members are self isolating in their own homes. This will continue until the lockdown is over.

Attendees

Wally Charlton	Clinical Commissioning Group (CCG)
Marc Rice	CCG
Eleanor Hayward	Chair
Susan Dawson	Priory Medical Group
Pat Bottrill	49 Marine Avenue
Patrick Mayne	Collingwood Surgery
Peter Maitland	Collingwood Surgery
Michele Spencer	Community and Health Care Forum (CHCF)
Carole Reed	CHCF

Apologies

Judy Scott	Whitley Bay Health Centre
Sandra Gillings	Priory Medical Group
Steve Cattle	Swarland Avenue Surgery
Steve Roberts	Lane End Surgery
Anne Carlile	Priory Medical Group

Notes from last meeting 23 April 2020

LIVI Update

Marc updated the members on LIVI, there have been some technical difficulties that are being resolved but it is largely running smoothly. There is a LIVI update meeting on 24 June and after the LIVI contract is signed off it will aim to go live on 9 July 2020. All GP practices in North Tyneside are involved. Members felt here should also be digital buddies in surgeries and libraries to encourage patients to use technology and increase their confidence. There will be a move towards having Digital Champions in each practice and also access to a well-being website. Patients will be informed about LIVI by advertising and also live campaigns on social media. It was noted some practices have used Accurex and EConsult these can be used alongside LIVI. A LIVI demonstration will be arranged for members prior to going live.

Matters Arising

There are host of IT developments one is Total Triage which NECS have been inputting into surgeries. Everyone agreed that the new technology in surgeries is a good thing, lots of members have had positive experiences during the lockdown, with video consultations and appointments. Another new service is to send a photo of your injury or condition into the surgery and then receive advice and treatment. One member has used this and found it very positive. He has also taken part in an email consultation for advice on his diabetes and blood pressure and was really pleased with the outcome. This obviously saves time for the patient and the GP and has been very convenient especially during lockdown. Members felt in these recent times it has changed everyone's perspective and accessing services will never be the same.

There was a discussion about the Covid 19 pandemic and how it is affecting GP surgeries and patients. They are currently using video and telephone technology to offer patients appointments and consultations. The NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet although it may depend on how old your device is on how good the connection may be. It is available to download on IOS and Android, to use it you must be over 13 years old and registered with a GP in England. It is very easy to navigate and the services available are as follows:

- Request repeat prescriptions
- Book appointments
- Check your symptoms
- View your medical records
- Register your organ donation decision

Naturally in certain cases there is a need to be examined in person by your GP or nurse when blood tests need to be taken for example; but the service is a very useful tool and frees up GPs time. In some cases the district nurse may come to do a home visit to take the blood samples, there is also a mobile bloods unit in North Tyneside. However, technology is not convenient for everyone. Marc will gather feedback in the next few weeks and keep members informed. There are a lot of systems out there and when it is decided which one is best this will determine way forward. Susan asked if Marc he had come across the Patient Partner which is used in Priory Medical Group and he confirmed he has looked at that along with others. He will share his findings when the decisions are made.

Michele explained that during the lockdown many members had good experiences and that they hoped these services would stay in place when the crisis is over, as they found them very beneficial. It is easier to do a video consultation when you are unwell than have to visit the surgery. There has been an excellent support service

throughout Covid 19. The CCG put the technology in place almost overnight, although LIVI has taken nearly a year to be up and running. Peter and his wife are self-isolating so have been getting their meds delivered from the pharmacy, he has found this very useful. Since restrictions have been relaxed more patients have started visiting their surgeries, however it is hoped that a second wave of the virus doesn't happen.

Peter asked if any other CCGs have an Innovations Group, the answer is no, in fact it seems not many CCGs have a Patient Forum. It was agreed that members do bring many useful skills to the forum with their expertise, whether its finance, medical knowledge or IT some really good pieces of work have come out of this joint knowledge.

Wally was asked if he is still intending to liaise with other CCGs to exchange ideas, he will engage at some point but it is on hold at the moment.

Some GP surgeries in the past have shunned in-house technology but times have now changed and they are all welcoming it. Wally explained that Mario from the CCG is holding Microsoft Teams video call tuition sessions, he will access the guidance sheet which is really useful and send it out. The CCG is justified in its actions to be well prepared and 4g is installed in all North Tyneside surgeries, we are the first CCG in the whole of the north to have LIVI and Strata, comprehensive pieces of work have been achieved.

Eleanor commented that we are lucky to live in North Tyneside to be able to access marvellous health services and she expressed how pleased she is with the Patient Forum members.

When this crisis is over the CCG will look back over the past three months and decide and discuss what went well throughout the lockdown period. Wally explained that Marc has been constantly working over the past eight to nine weeks delivering PPE to GP surgeries, Anne Timmins has been working in HR and Mario on IT. There has been an awful lot of work carried out despite the current circumstances. The vast majority of other CCGs' business continuity did not include the pandemic but North Tyneside had its procedures in place within two days.

Michele urged members to email her with any of their positive patient experiences. There have been many lessons learned during this time and members will be kept updated. It was noted that during the Development Session some members felt this group would benefit from being separated into two sub groups one with an IT focus and the other to cover other developments, however the general feeling now is that the two go together and will be inter-dependent

Date of Next Meeting

Thursday, 13 August 2020
10.30am

**If the lockdown is still in place we will continue with a video call meeting.
Members will be informed in due course.**